

	Technical Evaluation Criteria	Document Identifier	GEM22-DOC083	Rev	0
		Effective Date	23 November 2020		
		Review Date	November 2023		

Title: **Technical Evaluation Criteria**

Document Identifier: **240-161246413**

Alternative Reference : **GEM22-DOC083**
Number:

Area of Applicability: **GENERATION**

Functional Area: **ENGINEERING**

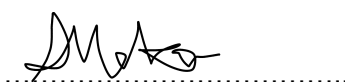
Revision: **0**

Total Pages: **3**

Next Review Date: **January 2025**

Disclosure Classification: **Controlled Disclosure**

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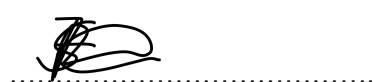
Functional Responsibility



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1. Introduction

The evaluation criteria are for the hardness testing machines at the Physical Metallurgy & Structural Integrity Section of Generation Engineering. The contract is for the maintenance, calibration and continued safe and reliable operation of the hardness testing equipment. Since the instruments are highly specialised, it is essential that they are calibrated, maintained and repaired by OEM/Agent trained personnel to prevent failure of the equipment and to avoid extended outages. The service also includes:

- the services of service engineers trained on the servicing of the equipment,
- the call out of service technicians to correct faults affecting the performance of the instrument and, the supply of spare parts needed for such repairs.

2. Technical Evaluation criteria

No.	Requirement	Evaluation Criteria	Weight (%)
1	OEM References (30%) Provide an Agency letter from the OEM of EMCOTEST hardness testers stating that the company holds the agency in South Africa for the equipment	Agency letter for both (a) and (b): Score = 30% No Agency letter submitted: Score = 0% Obtaining 0% for this criterion means no further technical evaluation shall be conducted.	30
2	Customer references (10%) Provide 2 customer reference letters. The Service Provider shall provide 2 reference letters on a customer's company letterhead stating the customer's past experience in dealing with the service provider in relation to and the maintenance, repair and calibration of hardness testers.	Two reference letters submitted: Score = 10% One reference letter submitted: Score = 5% No reference letter: score = 0%	10
3	Engineering support (20%)	Submit proof for: (a), (b) and (c): Score = 20%	20

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	<p>The Service Provider must provide proof that technical staff is/are trained to work on the listed equipment:</p> <p>(a) Submit proof of training for hardness tester technician by the OEM</p> <p>(b) Submit SANAS certificate for force metrology</p> <p>(c) Submit Hardness Testing Technician's curriculum vitae demonstrating experience in servicing and calibrating hardness testers</p>	<p>Submit proof for either (a) or (b) or (c) only: Score = 10%</p> <p>No proof: Score = 0%</p>	
4	<p>Turnaround time for troubleshooting and technical support (20%)</p> <p>Service Provider to indicate on the company letterhead how they will meet this criterion - stating the number of days it will take them to respond to equipment breakdown</p>	<p>(a) 1 to 3 days = 20%</p> <p>(b) 4 to 5 days = 15%</p> <p>(c) 7 to 8 days = 10%</p> <p>(d) 9 to 10 days = 5%</p> <p>(e) More than 10 days = 1%</p> <p>(Excluding overseas repairs)</p>	20
5	<p>Supply of replacement parts suitable for EMCO Test hardness testers (20%):</p>	<p>(a) 100% of parts = Score 20%</p> <p>(b) 75% of parts = Score 15%</p> <p>(c) 50% of parts = Score 10%</p>	20
	Total		100
	Minimum Threshold		80%

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